

Job Description and Personal specification

This document provides an outline for a specific role within the organisation. This document is not a total definition of the job or its functions.

JOB DETAILS

Job Title:	Support Worker 24 hour Project		
Responsible to:	Operations Manager / Senior Support Worker	Responsible for:	N/A

Role Summary

To assist the Operations Manager and work alongside Senior Support Worker in providing an efficient and effective high quality support service to vulnerable young men and women with complex needs (Domestic Abuse, Substance Misuse, Mental Health issues etc.) ensuring outcomes are met.

The Support Worker will be based in our 24 hour supported housing projects for young men and women aged 16-21 offering them the necessary support to fulfil their outcomes and positive move-on and to support those young people manage their daily lives.

The project is staffed 365 days a year. The post holder will be required to cover mornings; evenings and weekends together with a rota based sleep-in (between 11pm to 7am). There is an additional payment for each sleep-in in addition to the annual salary.

To work within Stori and Supporting People best practice guidance and regulatory framework. The post holder will embody Stori's values and model appropriate behaviours at all times and in all areas of responsibility.

Key Role Functions

Service User Support

- To ensure that clients' needs are assessed regularly, adhering to a task orientated personal support plan in line with Supporting People, regulatory requirements and timescales, enabling individuals to learn and achieve their potential
- To undertake safety planning, for example within a Domestic abuse refuge / safe house environment when appropriate.
- To carry out risk assessments on each client and agree a risk management plan.
- To use good practice in risk management and lone working.
- To signpost, liaise with and facilitate clients access to services (Medical, legal etc).
- To use creative ways of ensuring that clients are supported in such a way that their potential for independence is maximised and that they are enabled to achieve outcomes, which are appropriate to their needs and wishes.

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- To feedback clients views to enable the development and improvement of Stori's services
- To promote self-advocacy and act as advocate and/or mediator where appropriate.
- To support clients in identifying and addressing key issues relating to their children and promote positive parenting and the welfare of children/young people.
- To support clients to manage their finances, budget and make informed choices about their personal finances.
- To support clients to maintain tenure agreements ensuring they fully understand their obligations and empowering them to deal with issues relating to housing management, maintenance and repairs.
- To support people in a range of different support settings such as supported housing, Young People's projects, refuge and floating support services etc.

Service Delivery

- To be familiar with, work within and deliver services in accordance with, all Stori policies and procedures and legal and regulatory requirements.
- To continue to develop knowledge and practice by actively participating in learning opportunities through team meetings, regular supervision and objectives.
- To represent Stori at external meetings, public events and conferences, ensuring that Stori's reputation is protected and enhanced.
- To work flexibly in accordance with service requirements, providing cover as required in the event of staff shortages and ensuring that each client is provided with an appropriate level of support.
- To work to in a person centered way, and in partnership with other agencies to offer a seamless service.
- To take part in Stori's 24 hour on call system

General

- Carry out the above with due regard to all the Association's policies and procedures, including Health and Safety, Equal Opportunities and Customer Services.
- To plan and evaluate client participation for designated areas and across the business as required
- Ensure that compliance with Data Protection legislation is applied at all times.
- Establish, develop and maintain an effective working relationship with all work colleagues to ensure an integrated contribution to the Association's objectives.
- Comply with the Association's Code of Conduct by behaving in a professional, respectful manner at all times.
- Take part in the appropriate training required to carry out the duties of the post and enhance personal development.

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- Commit to a continuous improvement culture and be prepared to undertake other duties and responsibilities relevant to the nature, level and extent of the post
- Any other duties as directed by the Line Manager

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Person Specification	
Essential	Desired
<p>Education / Qualifications</p> <ul style="list-style-type: none"> • Good standard of general education. • Full driving license 	<ul style="list-style-type: none"> • A recognised social work / housing / counselling or relevant qualification.
<p>Experience :</p> <ul style="list-style-type: none"> • assessing the needs and risks of the individuals while being motivated to inspire people you support • planning and prioritising work • use of IT packages, confident in word processing, use of Internet and e-mail. 	<ul style="list-style-type: none"> • Experience of assisting people in applying for benefits. • Evidence of the ability to be calm and resilient whilst under pressure and to remain optimistic and persistent. • completing Person centred plans with clients, including goal and aspirations
<p>Knowledge & Skills:</p> <ul style="list-style-type: none"> • Understanding Data protection and GDPR • Ability to work as part of a team and build effective relationships, internally and externally, while promoting equality and diversity • Evidence of the ability to build and develop supportive relationships with clients, whilst maintaining professional boundaries. • Understanding the importance of seeking guidance and support when required, in line with Stori's a line management structure. 	<ul style="list-style-type: none"> • An understanding of the Supporting People framework. • Knowledge of the dynamics and impact of domestic abuse and how best to support this client group
<p>I acknowledge that I have read and understood the above job description.</p> <p>Signed : _____ Date : _____ by the employee</p> <p>Signed: _____ Date : _____ on behalf of Stori</p>	